COMPLAINTS POLICY

Transparency International Macedonia uses a complaints mechanism to ensure continuous monitoring and improvement of relations between the Organization and stakeholders, including employees, to voice their concerns and complaints.

Complaints mechanism helps achieve the following goals:

► identifying complaints addressed by stakeholders to the Organization through a simple and accessible procedure;
► establishing a procedure for recording, evaluating and responding to any complaint received from any interested party;
►enabling a clear and transparent process for any stakeholder;
► ensuring quick resolution of complaints;
► providing a channel for receiving and communicating complaints.

COMPLAINT REVIEW PROCEDURE

Step number 1 Receipt and tracking of complaints, registration, analysis and initial classification, notification to interested parties.

Step number 2 Review and investigation of complaints and appeals, dialogue with the complaining parties;
Analysis with the participation of all stakeholders;
Obtaining confirmation of receipt.

Step number 3 Developing resolutions, preparing a responses and closing the case, creating resolutions for all stakeholders. For example, by concluding a settlement for peaceful dispute resolution.

Step number 4 Monitoring, reporting and evaluating the compliance mechanism;
Informing the applicant about the status of its implementation;
Evaluating of the compliance mechanism in relation to management indicators.

DEADLINES

Step 1. Confirmation of receipt of the complaint and its registration - within a period of 5 working days.

Step 2. Notification of admissibility/inadmissibility of the complaint – within a period of 15 working days.

Step 3. Notification of decision and response – within 15 working days. The timing of steps 2 and 3 may vary depending on the complexity of the complaint.

Complaints can be submitted to Transparency International Macedonia via email: complaint@transparency.mk.